

Position Title	BIOMEDICAL FIELD SERVICE ENGINEER
Division	Biomedical Services New Zealand Limited
Department / Location	MidCentral/ Manawatu/Taranaki/Hawkes Bay
Reporting To	Service Manager – Central Region
Direct reports	None
Employment Status	40 Hours per Week

All terms and conditions of the Company Policies and Procedures apply to this position.

Overall Purpose

Biomedical Services New Zealand Limited (BSNZ) is the leading independent provider of specialist technology services to the health and aged care sectors and operates throughout New Zealand. BSNZ, a wholly owned subsidiary company of Cabrini Health Limited forms part of the Cabrini Technology Group, employing over 500 staff and incorporates Chemtronics Direct, ALTER, VHHE, Hospitech Facilities and Asset Management, In-a-Tick Compliance Testing Services and Cabrini Centre for Innovation.

Health facilities deploy a vast quantity and variety of medical assets in providing health services. Many of these assets are mission critical and most can cause harm to patients or staff if not operating correctly. Hospitals are required to follow various standards as part of daily health care operations including maintenance of medical equipment.

The BSNZ biomedical engineering programme provides **full life cycle asset management** that meets or exceeds all relevant Standards, including those of AS/NZS3551. Cabrini Technology Group operates a strategic asset management framework which is externally audited and certified by BSI to ISO55001 and a quality management system externally certified by SAI Global to ISO9001. This asset management framework applies to all divisions or companies that form Cabrini Technology Group.

Purpose:

To maintain, test, repair and manage medical devices to applicable New Zealand/Australian standards

To ensure all on-site contractual obligations with respect to the provision of biomedical services are met in an effective and efficient manner.

The role provides for the provision of a range of Biomedical services including, the testing and repair of medical devices to a variety of client sites within the MidCentral/ Manawatu/Taranaki/Hawkes Bay region. Regular travel with overnight stays within these regions will be required.

Working at night may be required at times to maximise access to medical devices.

Key Accountabilities

- **Safety Testing (Electrical, Performance and Preventative Maintenance)**
 - All equipment maintained to comply with the relevant regulations and standards and in accordance with manufacturers' specifications and contractual requirements.
 - Liaise with service agents regarding third party services.
- **Repairs effected**
 - All medical devices are appropriately maintained in accordance: with required standards, good practice, company procedures and contractual requirements.
- **Biomedical Work Areas**
 - Ensure work areas are maintained in a clean and tidy state.

- **Customer requirements are met**
 - Customer requirements are met on a technical level and in accordance with contractual requirements. A professional approach is maintained in respect to all activities including customer liaison and conduct on client premises.
- **Documentation**
 - All documentation is completed promptly and fully to the correct standards and in accordance with company requirements and policy.
- **Effective Communication is Practice**
 - Open channel of communication with staff and clients is maintained.
 - Maintain effective communication with customers, staff, managers, suppliers, and others as necessary.
 - Documentation/record keeping is of a high standard and in accordance with company policy.
 - Records are maintained accurately, are up to date and in accordance with company policies.
 - Appropriate meetings, team briefings and information sessions are attended.
- **Personal Presentation**
 - Maintain appropriate professional image through personal grooming, conduct and dress.
- **Care of Equipment**
 - All equipment allocated is maintained in good condition and not mistreated or misused.
- **Training**
 - Appropriate level of relevant technical knowledge is maintained.
- **Practicing Licenses**
 - Practicing licenses are kept current.
- **Quality Assurance**
 - Work produced complies with the recognised policies and standards
 - Customer satisfaction is attained
 - Cultural awareness and sensitivity is demonstrated. All procedures are adhered to and where appropriate to recommend improvements and assist in system review.
- **Policies**
 - All employer requirements are met including those associated with confidentiality for both patient and commercially sensitive information.
 - All company policies and procedures are adhered to including code of conduct, sexual harassment and fraud.

Key Relationships

Internal:

- High levels of internal communication and interaction with all direct and indirect reports.
- Work as a team player and demonstrating loyalty to colleagues and the organisation;
- Maintain professional relationships with all staff and clients.

External: Hospital Management, client's management, clients operations, OEM.

Authority - do not amend

- As specified within the Approval Delegations and Authorities and as delegated from time to time.

Safe Practice and the Environment - do not amend

- Ensure the company policies and operations comply with all statutory obligations and requirements, including the Health and Safety at Work Act
- Take responsibility to ensure that yourself, other staff, contractors and visitors do not place at risk the health, safety or well-being of yourself or others in the workplace
- Ensure objectives of Health and Safety policies are integrated into work practices
- Consult with staff on workplace health and safety matters which may affect them and ensure communication of Health and Safety issues are promoted as a normal component of work
- Arrange adequate training, information, instruction and supervision so that work is conducted safely.
- Make all contractors and visitors aware of safety procedures
- Take immediate and appropriate steps to report, investigate and rectify any risks to health and safety and report promptly relevant health and safety issues
- Ensure all accidents and near misses are properly reported and recorded and investigations are carried out
- Maintain at all times safe access to and egress from the workplace
- Ensure all staff are familiar with emergency and evacuation procedures and co-operate with directions from emergency or evacuation wardens and professionals

Quality - do not amend

- Be well acquainted with the Cabrini Technology Group ISO9001 Certified Quality Manual, Policies and Online Quality Management System.
- Ensure that all activities undertaken are consistent with the Quality Policies

Cabrini Mission, Values, Vision and Behaviour - do not amend

- Work and act in a way consistent with Cabrini Health's Mission, Values and Vision
- Ensure behaviour is in line with the Cabrini Health "Behaviours that Matter"

Qualifications & Experience

Qualifications

- NZ Trade Certificate in Electronics Servicing or equivalent qualification
- NZCE Electronics or NZ Diploma of Engineering or NZ Degree of Electrical Engineering preferred.
- Electrical Appliance Service (EAS) or Electrical Service Technician (EST) registrations and current practicing license (with EWRB).
- Knowledge of medical devices and specific usage in the clinical setting.
- New Zealand or Australian residency or a valid New Zealand work permit.

Experience In

- Maintaining electronic and/or computerised biomedical equipment to required Standards (includes electrical and performance testing and repair of medical devices). **Minimum of 3 years.**
- The health-care industry
- Working as part of a team providing maintenance services.
- Explaining technical information to people without a background in electronics
- Assessing and costing repairs
- Sourcing electronic parts and services
- Applying regulatory requirements to repair and testing work.
- Able to work independently and as part of a team.

Skill and Expertise

- Ability to maintain a wide range of medical devices.
- Ability to explain functions, faults and fault solutions of biomedical equipment to people without an electronic background.
- Ability to schedule work appropriately having regard to clients' needs
- Ability to complete job documentation accurately and quickly

Personal Attributes

- Demonstrated ability to communicate orally to a wide range of people
- Demonstrated ability to empathise with client problems while maintaining a balanced, prioritised work schedule.
- Ability to present a professional image which enhances company public relations
- Demonstrated desire to maintain technical knowledge of electronic fields.

Approval - do not amend

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and / or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role.

Line Managers Signature & Print Name

Date

Position Holders Signature & Print Name

Date